GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2698
ANSWERED ON:17.03.2017
Levying of Annual Charges
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Will the Minister of FINANCE be pleased to state:

(a) whether the State Bank of India (SBI) has been levying annual charges two times from the accounts of even those customers whose ATM cards have been blocked and if so, the details thereof;

(b) whether the Government proposes to return the said charges to the customers stopping the deduction being made by the SBI;

(c) if so, the details thereof and if not, the reasons therefor;

(d) whether the Government has received any complaints in this regard; and

(e) if so, the details of the action taken/being taken by the Government on the complaints received?

Answer

The Minister of State in the Ministry of Finance

(a) to (c): State Bank of India has clarified that annual charges are not levied two times in a year, but only one.

(d) & (e): Reserve Bank of India has informed that the offices of Banking Ombudsmen receive complaints relating to ATM/Debit Cards from bank customers. All these complaints are clubbed under the ground "Non-adherence by banks to the instructions of Reserve Bank on ATM/Debit card operations or credit card operations" under the Banking Ombudsman Scheme. These complaints are resolved as per the provisions of the Banking Ombudsman Scheme.
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